

### **Instructions for filing a “Manufactured Housing Statement of Complaint”**

The Mobile Home Commission Act (1987 PA 96) gives the agency authority to investigate complaints against manufactured home communities, installer/servicers, manufacturers, and retailers. However, certain issues may not be within the authority of this agency to address. For assistance in determining the appropriate agency to contact, please refer to the attached list.

Before filing a complaint with this agency, you must first notify, in writing, the manufactured home community, installer/servicer, manufacturer, or retailer about your complaint. In your letter, you must describe your complaint in detail. The entity the complaint is against has 10 business days from the day it receives your letter to respond to your complaint.

The letter may be sent by certified mail or hand delivered, but you must have either a certified mail receipt, or hand written receipt which shows when the letter was delivered. The delivery date is the date from which the 10 business days are counted.

If you do not receive a satisfactory response within 10 business days, then you may file a complaint with this agency. To file a complaint, you must submit the following:

1. A “Manufactured Housing Statement of Complaint” form. (Attached)
2. A copy of the complaint letter you mailed or hand delivered to the business. **This agency will pursue only the issues contained in the letter of complaint.**
3. A copy (not original) of the receipt which shows that the business received your complaint or that the business refused to accept delivery of a mailed letter.
4. A copy (not original) of any written response received from the business.
5. A copy (not original) of any documents which support your complaint. Please include a copy of your purchase agreement if your complaint is against a retailer or manufacturer, or a copy of your work order if your complaint is against an installer/servicer.

**The Mobile Home Commission Act and Rules do not provide this agency with authority to investigate complaints regarding rent or evictions.**

The state law regarding evictions is the Revised Judicature Act, 1961 PA 236. Under that law, you cannot be evicted from a manufactured home community for filing a complaint.

If you have any questions about filing a complaint, please contact the Office of Local Government and Consumer Services at (517) 241-9347.

FOR PROBLEMS RELATING TO:

- a. Entrance/Exit fees
- b. Charging separately for utilities without metering
- c. Renting without offering a written lease
- d. Requiring purchase of a manufactured home or other goods and services from another person as a condition of renting space in a manufactured home community
- e. Misapplication of deposit monies
- f. Misrepresentation or fraud
- g. General operation, maintenance and safety
- h. Warranty work
- i. Manufactured home installation
- j. Purchase agreement discrepancies
- k. Deposit/down payment problems
- l. Licensing of installer/servicers, retailers, or manufactured home communities
- m. Sales of manufactured homes in manufactured home communities

Please contact:

**Michigan Department of Labor & Economic Growth  
Bureau of Construction Codes & Fire Safety  
Office of Local Government and Consumer Services  
P. O. Box 30222  
Lansing, MI 48909**

FOR PROBLEMS RELATING TO:

- a. Water supply system
- b. Sewage collection and disposal system
- c. Drainage
- d. Garbage and rubbish storage and disposal
- e. Insect and rodent control
- f. General operations, maintenance and safety

Please contact:

**Michigan Department of Environmental Quality  
Drinking Water and Radiological Protection Division  
P. O. Box 30630  
Lansing, MI 48909**

FOR PROBLEMS RELATING TO:

- a. Application for Certificate of Manufactured Home Ownership\*
- b. Issuance of Certificate of Manufactured Home Ownership
- c. Transfer of Certificate of Manufactured Home Ownership

Please contact:

**Michigan Department of State/Local Branch**

\*Applications for Certificate of Manufactured Home Ownership (title) may be obtained from the retailer or nearest local branch office of the Michigan Department of State. The application and appropriate fee is to be delivered to the local branch office of the Michigan Department of State. All questions regarding a Certificate of Manufactured Home Ownership (title) should be directed to the local branch office.

# MANUFACTURED HOUSING STATEMENT OF COMPLAINT

Issued under authority of 1987 PA 96.

Filing of this form is voluntary, but your complaint will not be considered unless it is filed.

**Read carefully and complete all areas that apply.**

**Type or print legibly in ink.**

**Attach additional sheets, if necessary.**

|   |  |                                   |       |                                   |        |
|---|--|-----------------------------------|-------|-----------------------------------|--------|
| 1 | Your Name (Last, First, M.I.)              | Home Telephone Number<br>(      ) |       | Work Telephone Number<br>(      ) |        |
|   | Your Street Address                        | City                              | State | Zip Code                          | County |
|   | Manufactured Home Community Name           | Manager's Name                    |       | Telephone Number<br>(      )      |        |
|   | Manufactured Home Community Street Address | City                              | State | Zip Code                          | County |

|   |   |                       |                     |                              |              |
|---|---|-----------------------|---------------------|------------------------------|--------------|
| 2 | This complaint relates to the following: (check all boxes that apply) |                       |                     |                              |              |
|   | Community   | Retailer              | Installer / Servicr | Manufacturer                 | Other: _____ |
|   | Name of business your complaint is against                            | Contact person's Name |                     | Telephone Number<br>(      ) |              |
|   | Business Street Address   | City                  | State               | Zip Code                     |              |

|   |  |  |
|---|--|--|
| 3 | Before this complaint can be filed, you must submit your complaint <b>in writing</b> to the business(es) the complaint is against and allow 10 business days for a response.   |  |
|   | Attach a copy of the complaint, proof that it was delivered to the business (such as a registered mail or personal delivery receipt), and any written response you received. In addition, attach copies <b>not originals</b> , of supporting documents, <b>including the purchase agreement</b> if your complaint is against a retailer or manufacturer, or the <b>work order</b> if the complaint is against an installer/servicer. |  |
|   | If you received only a verbal response, what were you told?  |  |

|   |   |  |
|---|---|--|
| 3 | Have you filed a complaint with any other state or local agency?      Yes      No |  |
|   | If "Yes", list agency(ies)  |  |
|   | Is there court action pending?      Yes      No                                   |  |
|   | If "Yes", give name and location of court   |  |

|   |   |  |               |   |
|---|---|--|---------------|---|
| 4 | <b>If your complaint is against a retailer, installer/servicer or manufacturer, complete the following:</b>     |  |               |   |
|   | Manufactured Home Serial Number   |  | Purchase Date | Delivery Date   |
|   | Manufacturer's Name (enter information if different than that already entered in Section 2)                     |  |               | Manufacturer's Telephone Number<br>(      )                     |
|   | Manufacturer's Street Address   |  | City          | State      Zip Code   |
|   | Retailer's or Installer/Servicer's Name (enter information if different than that already entered in Section 2) |  |               | Retailer's or Installer/Servicer's Telephone Number<br>(      ) |
|   | Retailer's or Installer/Servicer's Street Address   |  | City          | State      Zip Code   |

I/we understand that this form is a public record under 1976 PA 442, the Freedom of Information Act, and that the agency will be sending a copy of this form to the business complained against. If this complaint is accepted and, after investigation, it is necessary to hold a formal hearing, I/we agree to voluntarily testify at that hearing regarding this complaint.

\_\_\_\_\_  
Signature(s)

\_\_\_\_\_  
Date

Return to:

Michigan Department of Labor & Economic Growth  
Bureau of Construction Codes & Fire Safety  
Office of Local Government and Consumer Services  
P.O. Box 30222  
Lansing, Michigan 48909-8203

The Department of Labor & Economic Growth will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, marital status, disability, or political beliefs. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you may make your needs known to this agency.